



## **Town of Whitestown ADA Discrimination Grievance Procedure**

The ADA Discrimination Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the town. The town's employee handbook governs employment-related complaints of disability discrimination.

The complaint should be in writing ([click here to download the Whitestown ADA 504 Discrimination Grievance Form](#)) and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to the Whitestown ADA Coordinator:

Ms. Brittany Garriott  
Director of Planning and Community Development/ADA Coordinator  
Town of Whitestown  
6210 Veterans Drive  
Whitestown, Indiana 46075  
(317)732-4535  
[bgarriott@whitestown.in.gov](mailto:bgarriott@whitestown.in.gov)

Within 60 calendar days after receipt of the complaint, the Whitestown ADA Coordinator will be made available to meet with the complainant to discuss the complaint and the possible resolutions. Within 60 calendar days of the meeting, the Whitestown ADA Coordinator will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the town and offer options for the resolution of the complaint.

If the response by the Whitestown ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 60 calendar days after receipt of the response to the Town Council President.

Within 60 calendar days after receipt of the appeal, the Town Council President will be made available to meet with the complainant to discuss the complaint and possible resolutions. Within 60 calendar days after the meeting, the Town Council President will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All complaints received by the Whitestown ADA Coordinator or designee, appeals to the Town Council President, and responses from these two offices will be retained by the town for at least three years.

There is a separate complaint procedure for ADA issues relating to employment issues.